

## Volunteer Policies

Volunteers have been the support of the Girl Scout Movement since its founding in 1912. The contributions of volunteers at all levels of the organization have been, and continue to be, extraordinary. Girl Scouts of Colonial Coast (GSCCC) could not fulfill its commitment to girls and the community without the dedication and excellent performance of its volunteers. These policies ensure that GSCCC reaches its organization goals through meaningful and satisfying adult volunteer involvement in serving girls.

Volunteer management is more than a series of forms and procedures. It is a systematic and strategic way to create a welcoming and inclusive environment for all adults in which their needs and interests can be matched to volunteer positions. A volunteer management system values the contributions of volunteers. Volunteers can use their skills, time and talents to further GSCCC's mission. Volunteers receive training, support and resources to perform their volunteer position in a successful and productive manner.

The purpose of these policies is to provide overall guidance and direction regarding volunteers engaged in volunteer involvement and management efforts. These policies do not constitute, either implicitly or explicitly, a binding contractual or personal agreement. The Council reserves the exclusive right to change any of these policies at any time and expect adherence to the changed policy. Changes to or exceptions from these policies may only be granted by the CEO, their designee, or the chair of the board of directors and must be obtained in advance and in writing. Areas not specifically covered by these policies shall be determined by the CEO, or their designee

## Membership Registration

All girls and adults participating in the Girl Scout Movement must be registered members of Girl Scouts of the USA ("GSUSA") and individually pay the annual, or other applicable membership dues, except those adults who are lifetime members or who are working in a temporary advisory or consultative capacity. [Blue Book of Basic Documents](#), p. 23.

All volunteers participating in the Girl Scout Movement must meet GSUSA membership standards, and abide by the policies and principles of GSUSA and the Council.

Conditions Requiring Adult Membership Registration and Background Checks:

Any adults participating in Girl Scouts in the following ways must register with GSUSA and complete a background check:

- Taking responsibility for the safety of girls not in their family, including driving
- Handling Girl Scout monies, including those funds involved in the GSCCC product program
- Participating in overnights when girls attend without adults from their family
- Serving as an adult to meet adult-to-girl supervision ratios
- Serving as a Troop Camp Trained Adult or First Aider
- Serving on a Girl Scout Administrative team

## Equal Opportunity and Affirmative Action for Volunteers

The Council does not discriminate against any qualified individual because of sex, age, race, color, religion, creed, national origin, ancestry, familial status, marital status, sexual orientation, disability, handicap, liability for service in the United States Armed Forces, veteran status, or any other protected characteristics. In addition, to ensure full equality of opportunity in all operations and activities of the organization, affirmative action policies and procedures shall be utilized in the recruitment, selection, training, placement and recognition of volunteers. Special emphasis shall be placed upon securing representation of under-represented population groups. [Blue Book of Basic Documents](#), p. 24.

## Recruitment

Written position descriptions that define specific responsibilities and clarify expectations will be completed prior to recruitment and used in the search and selection of volunteers. Applicants/volunteers (this term includes both applicants for a volunteer position with the Council and volunteers serving the Council) must complete a membership registration, sign agreements and undergo a screening process and background check prior to selection or appointment.

## Criminal Background Checks

Prior to having any contact with girls or their personal information, or managing funds, volunteers must complete a criminal background check.

The Council does not appoint or retain volunteers who have been convicted of crimes of violence (e.g., assault, rape, murder, or manslaughter), child abuse/endangerment, possession of controlled substances with intent to sell, or any other crime directly related to the volunteer duties. Background checks may include, but are not limited to, professional and personal references, verification of education and previous employment/volunteer work history, criminal history record information from federal, state, and local law enforcement agencies, sex offender registries, motor vehicle/driving records, professional license verification, and credit reports. Applicants/volunteers will be required to give written authorization for the Council to obtain a background check in accordance with the federal Fair Credit Reporting Act (FCRA) and/or other applicable law as is currently in effect. Applicants/volunteers may request a copy of their rights under the FCRA.

As a condition of continued service, all current operational volunteers must consent to and successfully complete a periodic review of their criminal background. Volunteers must notify the human resources director within five business days if she or he becomes a defendant in a serious civil action or is involved in any criminal matter. A serious civil action may include, but is not limited to, a claim for liability involving violence, child abuse/endangerment, dishonesty or misuse of funds, or drug or alcohol use. Failure to report may be grounds for disciplinary action up to and including release from service.

All records and information concerning background checks will be handled confidentially. Records will be kept in a secure location and accessed by authorized personnel only. The Council is committed to retaining documents based on its adopted record retention schedule and as required by law.

## **Selection**

Every adult volunteer in Girl Scouting is selected on the basis of qualifications for membership, ability to perform the volunteer position, willingness and availability to participate in training.

All volunteer selections are made at the sole discretion of GSCCC. Every potential volunteer is selected and appointed by a designated GSCCC staff member.

## **Placement**

Every attempt will be made to place operational volunteers in positions that meet both their needs/interest and the needs of GSCCC. Individuals not placed in a position for which they applied may be recommended for other positions.

## **Appointment**

All operational volunteers (e.g. troop volunteers and administrative team members) shall be appointed for one membership year.

## **Adult Learning**

Every appointed volunteer is required to complete adult learning courses designated for their position. Adult learning courses will ensure that each volunteer has the knowledge and skills needed to perform successfully in the position for which they have been appointed. Refusal or inability to participate in the required courses can result in a volunteer's release from, or non-appointment to a position

## **Orientation**

Each volunteer is provided with an overview of the Girl Scout mission to include organization, Council information and the support systems available to help them in their work. Orientation can be done online, one-on-one or in a group setting.

## **Reappointment**

Prior to the completion of their term, each volunteer who is to be reappointed to the same position or rotated to a different position will receive confirmation of such reappointment or rotation.

Reappointment is based on performance, adherence to Girl Scouts of the Colonial Coast ("GSCCC") and GSUSA policies and standards, support of the Girl Scout purpose, values, and Council goals, as well as positive relationships with the community, caregivers, girl members, other volunteers and employed staff.

Service unit volunteer appointments may be dependent on the completion of a satisfactory review. This is an opportunity to strengthen the relationship between volunteers and GSCCC staff and recognize the important work being done.

All volunteer reappointments are made at the sole discretion of GSCCC.

## Uniforms

Having a uniform is not required for Girl Scout membership, but wearing the uniform may be required for participating in certain events.

Girl Scout adults are encouraged to wear the official uniform at ceremonies and when they are representing the Girl Scout Movement (meeting with community leaders, for example.)

For all girls, the unifying look of the uniform includes wearing a choice of a tunic, vest, sash for displaying official pins and awards, combined with their own solid white shirts, khaki pants or skirts and a scarf. For adult members the unifying look of the uniform is a Girl Scout official scarf, or tie for men, worn with the official membership pins, combined with their own navy blue business attire.

## Safety

The Council is committed to maintaining a safe workplace. To further its goal, the Council may issue safety rules and guidelines. Members are required to comply with all of the Council's rules, as well as any applicable federal, state, and local laws regarding safety. Any unsafe conditions or potential hazards witnessed, must be reported to the Vice President of Member Engagement immediately.

Volunteers must accurately report all injuries, accidents or illnesses while volunteering for the Council via the online incident/accident report form located at [gsgcc.org](http://gsgcc.org), regardless of the severity within 24 hours of the incident/accident.

Questions regarding this policy, or for questions about health and safety that are not addressed in this policy are to be referred to the Vice President of Member Engagement.

## Confidentiality

It is against GSGCC's policies for any volunteer to disclose non-public personal, health or financial information about any girl or volunteer or member which becomes known to them through their volunteer position. Financial information may only be shared when necessary to access financial aid, other support available from GSGCC for that individual, and only through established systems or the appropriate GSGCC staff contact. Collected health information may be disclosed to the extent necessary solely for treatment purposes.

Names, addresses and phone numbers of members, families/guardians, staff and volunteers shall not be disclosed without permission of the member, the girl's family/guardian, staff and volunteers, verbally, electronically, staff and volunteers must be respected and protected

The Council is committed to achieving the highest standards of professionalism and ethical conduct in its operations and activities. This policy is intended to increase awareness of potential conflicts of interest and establish a procedure for reporting them.

### **Conflict of Interest**

Volunteers should act in the best interests of the Council and not permit outside interests to interfere with their volunteer duties.

For purposes of this policy, a potential conflict of interest occurs when a volunteer's outside interests (for example, financial or personal interests) interfere with the Council's interests or the volunteer's duties. If volunteers have a question about whether a situation is a potential conflict of interest, contact the Vice President of Member Engagement.

### **Favors and Gifts**

The Council prohibits volunteers from seeking or accepting any gifts, favors, entertainment, payment or loans for themselves or their family members from any [client/customer/vendor/supplier/contractor] or other party doing business with the Council. The Council will take prompt corrective action regarding violation of this policy, up to and including releasing the volunteer.

### **Reporting Procedure**

Volunteers who become aware of any potential conflict of interest or ethical concern regarding volunteer duties or another volunteer of the Council, must promptly contact the Vice President of Member Engagement as soon as possible. All concerns regarding conflicts of interest will be investigated to determine whether a conflict of interest exists and take appropriate action.

This policy is not intended to restrict communications or actions protected or required by state or federal law.

## **Conflict Resolution/Dispute**

The conflict resolution process is based on the fundamental values of respect for the individual and fairness. The policy exists so members of the organization can air their grievances and have avenues to solving them. All volunteers may use the conflict resolution procedure. Every volunteer may expect a fair resolution of their dispute without fear of jeopardizing their volunteer status. Informal counseling by volunteer and staff personnel is the first step in resolving a situation involving a conflict or dispute. The initiation of the conflict resolution procedure, however, will not restrict the Council from taking immediate and appropriate action with respect to the volunteer.

## **Recognition**

The Council's formal recognition system will be consistent with the guidelines stated in the GSUSA publication, *Volunteer Management in Girl Scouting*.

## **Release**

Any volunteer may resign their position upon written notification to their appointed administrative volunteer or Council staff contact. A volunteer is requested to give as much notice as possible when resigning. A minimum of two weeks is requested. The Council may release any volunteer, at its sole discretion, for any reason including but not limited to:



## of the colonial coast

- Restructuring of volunteer positions
- Elimination of the volunteer position in which a person serves
- Inability or failure of the volunteer to complete the requirements for the position
- Failure to complete training required for the volunteer position
- Misappropriation of funds
- Failure to cooperate in any type of financial review of troop/group or service unit
- Failure to pay product sales bill
- Failure to adhere to GSCCC's product sale guidelines
- Inability or failure to perform to GSCCC's satisfaction
- Failure to support the mission and values of the organization and GSCCC goals
- Listed in the sex offender registry of any state or conviction of a sexual or related offense
- Inappropriate behavior including, but not limited to, physical violence, abuse, carrying firearms, stalking, threatening menacing or harassment
- An unacceptable background check
- Inappropriate communication verbally or through written communication. Communications should not contain foul or derogatory language. This includes emails, social media and text messages.

A volunteer can only be released by a GSCCC staff member. Any volunteer who is released from their Girl Scout position may continue their membership with GSUSA unless it is determined that they are not able to support the mission and values of the organization.

## Apply to Be Reinstated

Volunteers who have been released from service may apply to be reinstated by sending a letter to the CEO no sooner than 12 months after the date of release. Reinstatement requests will be reviewed on a case-by-case basis and the decision for such action shall be within the sole discretion of the CEO or their designated representative. In some cases, the decision for reinstatement may be approved with conditions or restrictions set forth by the CEO and agreed upon by both parties.

## Property

No person shall use or alter GSCCC property or equipment without permission from GSCCC. The use of GSCCC properties and/or equipment, for personal, professional, and/or organizational gain or for the purpose of promotion, solicitation or distribution of literature for non-sanctioned Girl Scout events is prohibited.

## Photos/Videos

Use of any videos, photographs or images taken at Girl Scout events, activities or on any GSCCC property for use in promotion materials, advertisements, news releases, and other published formats (print and electronic), must be approved in writing by the GSCCC Communications and Marketing Department.

## Alcohol and Drug Use

The use of alcohol or controlled substances are not permitted on Council premises or at any Girl Scout function in the presence of girls. Individuals or groups may not possess alcoholic beverages or controlled substances while on Council premises or in the presence of girls.



of the colonial coast

Persons under the influence of controlled substances or alcohol, or in possession of same, are prohibited from participating in any Girl Scout activity or event.

## Smoking and Tobacco

All Council sites, owned, leased, and/or operated by the Council, are tobacco-free and smoke-free facilities. Use of tobacco products including cigarettes, e-cigarettes and smokeless tobacco is prohibited on or off trails, at outdoor facilities, or on program sites (except in designated smoking areas). Use of tobacco products including cigarettes, e-cigarettes and smokeless tobacco is prohibited around or in view of any girl members and in any Council-owned, leased, or operated vehicles.

## Weapons

The Council prohibits the possession and use of firearms or any other weapon (collectively, "weapons") by any person present during any Girl Scout activity or on their person or in their vehicle while transporting girls, unless approved by the Council for specific program activities or possessed and used by law enforcement officials in the course of their duties. Concealed weapons are prohibited.

## Harassment

The Council is committed to an environment and climate in which relationships are characterized by dignity, respect, courtesy and equitable treatment. It is the policy of the organization to provide all volunteers with an environment free from all forms of unlawful or unwelcome harassment, including implied or expressed forms of sexual harassment.

The Council expressly prohibits any form of harassment on the basis of sex, age, race, color, religion, creed, national origin, ancestry, familial status, marital status, sexual orientation, disability, handicap, liability for service in the United States Armed Forces, veteran status, or any other protected characteristic.

Any volunteer who feels that they have been subjected to or witnessed harassment of any prohibited type; whether by another volunteer, GSCCC employee or any agent of the organization; should promptly report the incident to the Vice President of Member Engagement or the Chief Executive Officer. All reports will be investigated and appropriate corrective actions will be taken.

## Sexual Harassment

It is against the Council's policies for any individual to sexually harass another volunteer, employee or Girl Scout member. The Council reserves the right to refuse membership or (re)appointment and to dismiss or suspend from affiliation with the Council any volunteer who, in conducting Girl Scout program activities, sexually harasses another volunteer, employee or Girl Scout member.

Sexual harassment includes, but is not limited to, unwelcome sexual advances, requests for sexual acts or favors, abusing the dignity of another through insulting or degrading sexual remarks or conduct and threats or suggestions that a volunteer's status is conditioned upon toleration of or acquiescence to sexual advances. Some examples of sexual harassment that could create a hostile environment include telling of sexual jokes or stories; the presence of sexually explicit photographs or other materials; touching of another person's clothing, hair or body; making sexual comments about another person's body; making sexual comments or innuendoes; asking personal questions about another person's social or



of the colonial coast

sexual life; staring; leering; and making sexual gestures. Any volunteer who feels that she/he has been sexually harassed should promptly report such behavior to a supervisor or the chief executive officer or designee. Upon receiving a complaint, a supervisor will report the matter to the chief executive officer or designee, who will investigate and, depending on the findings, take appropriate corrective action.

## **No Retaliation**

The Council prohibits any form of reprisal, intimidation, or retaliation for reporting harassment, discrimination, violations of this policy or for cooperating in related investigations.

## **Child Abuse**

The Council supports and maintains environments that are free of child abuse and neglect as defined by the Child Abuse Prevention and Treatment Act.

Child abuse and neglect are unlawful acts, and it is against the Council's policy for any volunteer to physically, sexually, mentally, emotionally or verbally abuse or neglect any girl member.

The Council reserves the right to refuse membership or (re)appointment, and to dismiss or to exclude from affiliation with the Council, any volunteer convicted of child abuse or neglect.

## **Sex Offender Policy**

Registered sex offenders may not attend or participate in any Girl Scout activity. Registered sex offenders may not hold any Girl Scout volunteer positions. Girl Scout troop/group meetings and activities may not be held in a residence where a registered sex offender resides. Households where registered sex offenders reside may not possess any girl information including troop/group records.

*Volunteer Personnel Policies revised and adopted by the Board of Directors, June 20, 2019.*



## Volunteer Finance Policies

1. All monies and other assets, including property, which are raised, earned, or otherwise received in the name of and for the benefit of Girl Scouting must be held in the name of the Girl Scouts of the Colonial Coast. Such money and other assets must be used solely for the purposes of approved Girl Scout events, activities and trips. They are the property of and are administered by the Girl Scout Council, service units, or Girl Scout troops/groups. Such assets are not the property of individuals, troops/groups or service units within a Girl Scout council.
2. All troop/group or service unit funds must be deposited in a bank account under the name "Girl Scout Council of Colonial Coast Troop/Group #, or service unit) \_\_\_\_\_", and using the Girl Scout Council of Colonial Coast Tax ID# 54-1158412. A minimum of two signatures are required to open an account. Authorized signatures are to include a leader, co-leader and; group adviser; a service unit treasurer and may not include relatives, spouses or significant others. A debit card (not credit card) can be attached or opened with a troop/group account.
3. Each troop/group or service unit shall submit a financial report to their designated Council representative annually, at the time a troop/group disbands, or more often if requested.
4. Troops/groups may carry over balances in the troop/group treasury from on year to the next. Funds from the troop/group treasury should never be spent down frivolously or given directly to girls. Troop/group money benefits the entire troop/group and is not owned or track for individual girl use. Acceptable reasons for using or maintaining a balance in a troop/group treasury include:
  - Payment of individual membership registration fees for returning or new members
  - Gifts for bridging girls, such as program-level materials (journey books or the Girls Guide to Girl Scouting)
  - Saving for major or extended trips
  - Registering for troop's/group's activities in the next membership year
5. Troop/group or service unit representatives may not solicit foundations.
6. Troop/group or service unit representatives may not solicit cash gifts from businesses or individuals without prior approval from the Philanthropy department. Any financial contribution to the troop/group or service unit is to be deposited through the Council. The Internal Revenue code requires that checks be made out to the 501(c)(3) tax exempt entity – Girl Scout Council of Colonial Coast. The funds will be disbursed as the donor requested. The appropriate Council acknowledgement letter will be sent to the donor.
7. The account signers must periodically inform parents and girls of the troop's/group's financial status. All registered adults in the troop/group have the responsibility and right to review the troop's/group's financial books to ensure accuracy in accounting. All registered adults with the troop/group should ensure that accurate records of income and expenditures are maintained and reported regularly at the troop/group meetings.
8. Service Unit Treasurers must give a regular report of income and expenses at service unit meetings.



of the colonial coast  
9. Delinquent Account Policy

- a. Anyone who does not settle her/his product sale or program fee bill within 60 days of the due date, without acceptable explanation, will be removed from their volunteer position for handling funds, and may not serve again in any of these capacities.
- b. Volunteers who misuse funds for which they are responsible will be released from all their Girl Scout positions with the Girl Scout Council of Colonial Coast.
- c. Girl Scout Council of Colonial Coast volunteers who are authorized signers on checking accounts are responsible for all overdrafts that they initiate. Girl Scout troop/group or service unit funds are not to be used to cover overdraft fees.
- d. Any bad debts, delinquent accounts or misuse of the funds from Girl Scout accounts, product sales or program fees will be turned over to collections or law enforcement if the problem is not resolved within a 10 working day notification period.
- e. Non-Sufficient Check Policy — Girl Scout Council of Colonial Coast will charge a fee for returned checks at the rate allowed by law. Additional bank processing fees are charged by the bank and/or collection agency handling the returned check.

*Volunteer Personnel Policies revised and adopted by the Board of Directors, June 20, 2019.*